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|--|------------------------|---------------------|
| TRANSMITTAL FORM <i>(to be used for all correspondence after initial filing)</i> | Application Number | 09/918,902 |
| | Filing Date | July 31, 2001 |
| | First Named Inventor | Daniel Baker |
| | Art Unit | 2642 |
| | Examiner Name | Rasha S. Al Aubaidi |
| Total Number of Pages in This Submission | Attorney Docket Number | 79183 |

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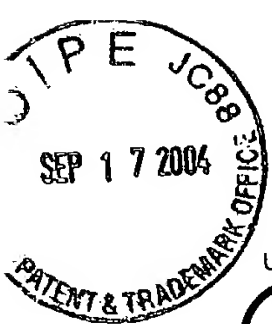
| ENCLOSURES (check all that apply) | | |
|--|---|---|
| <input checked="" type="checkbox"/> Fee Transmittal Form | <input type="checkbox"/> Drawing(s) | <input type="checkbox"/> After Allowance communication to Technology Center (TC) |
| <input checked="" type="checkbox"/> Fee Attached | <input type="checkbox"/> Licensing-related Papers | <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences |
| <input type="checkbox"/> Amendment / Reply | <input type="checkbox"/> Petition | <input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief) |
| <input type="checkbox"/> After Final | <input type="checkbox"/> Petition to Convert a Provisional Application | <input type="checkbox"/> Proprietary Information |
| <input type="checkbox"/> Affidavits/declaration(s) | <input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address | <input type="checkbox"/> Status Letter |
| <input type="checkbox"/> Extension of Time Request | <input type="checkbox"/> Terminal Disclaimer | <input checked="" type="checkbox"/> Other Enclosure(s) (please identify below): |
| <input type="checkbox"/> Express Abandonment Request | <input type="checkbox"/> Request for Refund | Form PTO/SB08A w/1 foreign reference; Return receipt postcard |
| <input checked="" type="checkbox"/> Information Disclosure Statement | <input type="checkbox"/> CD, Number of CD(s) _____ | |
| <input type="checkbox"/> Certified Copy of Priority Document(s) | Remarks | |
| <input type="checkbox"/> Response to Missing Parts/ Incomplete Application | | |
| <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53 | | |

| SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT | |
|--|---|
| Firm or Individual name | Gerald T. Shekleton Reg. No.: 27,466 |
| Signature | |
| Date | September 13, 2004 |

| CERTIFICATE OF TRANSMISSION/MAILING | | | |
|---|---------------------|------|--------------------|
| I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the | | | |
| Typed or printed name | Gerald T. Shekleton | | |
| Signature | | Date | September 13, 2004 |

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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FEE TRANSMITTAL for FY 2004

Effective 10/01/2003. Patent fees are subject to annual revision.

☐ Applicant claims small entity status. See 37 CFR 1.27

| | | |
|-------------------------|------|----------|
| TOTAL AMOUNT OF PAYMENT | (\$) | \$180.00 |
|-------------------------|------|----------|

| Complete if Known | |
|----------------------|---------------------|
| Application Number | 09/918,902 |
| Filing Date | July 31, 2001 |
| First Named Inventor | Daniel Baker |
| Examiner Name | Rasha S. Al Aubaidi |
| Art Unit | 2642 |
| Attorney Docket No. | 79183 |

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| METHOD OF PAYMENT (check all that apply) | |
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| <input checked="" type="checkbox"/> Check | <input type="checkbox"/> Credit card |
| <input type="checkbox"/> Money Order | <input type="checkbox"/> Other |
| <input type="checkbox"/> None | |
| <input checked="" type="checkbox"/> Deposit Account: | |
| Deposit Account Number | 23-0920 |
| Deposit Account Name | Welsh & Katz, Ltd. |
| The Director is authorized to: (check all that apply) | |
| <input type="checkbox"/> Charge fee(s) indicated below | <input checked="" type="checkbox"/> Credit any overpayments |
| <input checked="" type="checkbox"/> Charge any additional fee(s) or any underpayment of fee(s) | |
| <input type="checkbox"/> Charge fee(s) indicated below, except for the filing fee to the above-identified deposit account. | |

| FEE CALCULATION | | | | |
|---------------------|----------|--------------|----------|------------------------|
| 1. BASIC FILING FEE | | | | |
| Large Entity | | Small Entity | | |
| Fee Code | Fee (\$) | Fee Code | Fee (\$) | Fee Description |
| 1001 | 770 | 2001 | 385 | Utility filing fee |
| 1002 | 340 | 2002 | 170 | Design filing fee |
| 1003 | 530 | 2003 | 265 | Plant filing fee |
| 1004 | 770 | 2004 | 385 | Reissue filing fee |
| 1005 | 160 | 2005 | 80 | Provisional filing fee |
| SUBTOTAL (1) | | | | (\$) |

| 2. EXTRA CLAIM FEES FOR UTILITY AND | | | | |
|-------------------------------------|-----------|----------------|----------|--|
| Extra Claims | | Fee from below | | Fee Paid |
| Total Claims | -20** = 0 | X | | 0.00 |
| Independent Claims | -3** = 0 | X | | 0.00 |
| Multiple Dependent | | | | |
| Large Entity | | Small Entity | | |
| Fee Code | Fee (\$) | Fee Code | Fee (\$) | Fee Description |
| 1202 | 18 | 2202 | 9 | Claims in excess of 20 |
| 1201 | 86 | 2201 | 43 | Independent claims in excess of 3 |
| 1203 | 290 | 2203 | 145 | Multiple dependent claim, if not paid |
| 1204 | 86 | 2204 | 43 | ** Reissue independent claims over original patent |
| 1205 | 18 | 2205 | 9 | ** Reissue claims in excess of 20 and over original patent |
| SUBTOTAL (2) | | | | (\$) \$0.00 |

**or number previously paid, if greater; For Reissues, see above

| 3. ADDITIONAL FEES | | | | |
|---------------------|----------|--------------|----------|--|
| Large Entity | | Small Entity | | |
| Fee Code | Fee (\$) | Fee Code | Fee (\$) | Fee Description |
| 1051 | 130 | 2051 | 65 | Surcharge - late filing fee or oath |
| 1052 | 50 | 2052 | 25 | Surcharge - late provisional filing fee or cover sheet |
| 1053 | 130 | 1053 | 130 | Non - English specification |
| 1812 | 2,520 | 1812 | 2,520 | For filing a request for <i>ex parte</i> reexamination |
| 1804 | 920* | 1804 | 920* | Requesting publication of SIR prior to Examiner action |
| 1805 | 1,840* | 1805 | 1,840* | Requesting publication of SIR after Examiner action |
| 1251 | 110 | 2251 | 55 | Extension for reply within first month |
| 1252 | 420 | 2252 | 210 | Extension for reply within second month |
| 1253 | 950 | 2253 | 475 | Extension for reply within third month |
| 1254 | 1,480 | 2254 | 740 | Extension for reply within fourth month |
| 1255 | 2,010 | 2255 | 1,005 | Extension for reply within fifth month |
| 1401 | 330 | 2401 | 165 | Notice of Appeal |
| 1402 | 330 | 2402 | 165 | Filing a brief in support of an appeal |
| 1403 | 290 | 2403 | 145 | Request for oral hearing |
| 1451 | 1,510 | 1451 | 1,510 | Petition to institute a public use proceeding |
| 1452 | 110 | 2452 | 55 | Petition to revive - unavoidable |
| 1453 | 1,330 | 2453 | 665 | Petition to revive - unintentional |
| 1501 | 1,330 | 2501 | 665 | Utility issue fee (or reissue) |
| 1502 | 480 | 2502 | 240 | Design issue fee |
| 1503 | 640 | 2503 | 320 | Plant issue fee |
| 1460 | 130 | 1460 | 130 | Petitions to the Commissioner |
| 1807 | 50 | 1807 | 50 | Processing fee under 37 CFR § 1.17(q) |
| 1806 | 180 | 1806 | 180 | Submission of Information Disclosure Statement |
| 8021 | 40 | 8021 | 40 | Recording each patent assignment per property (times number of properties) |
| 1809 | 770 | 2809 | 385 | Filing a submission after final rejection (37 CFR § 1.129(a)) |
| 1810 | 770 | 2810 | 385 | For each additional invention to be examined (37 CFR § 1.129(b)) |
| 1801 | 770 | 2801 | 385 | Request for Continued Examination (RCE) |
| 1802 | 900 | 1802 | 900 | Request for expedited examination of a design application |
| Other fee (specify) | | | | |
| SUBTOTAL (3) | | | | (\$) \$180.00 |

*Reduced by Basic Filing Fee Paid

| SUBMITTED BY | | Complete (if applicable) | |
|-------------------|----------------------------|-----------------------------------|--------------------|
| Name (Print/Type) | Gerald T. Shekleton | Registration No. (Attorney/Agent) | 27,466 |
| Signature | <i>Gerald T. Shekleton</i> | Telephone | 312-655-1500 |
| | | Date | September 13, 2004 |

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PATENT

Attorney Docket: 79183

2642
41

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re U.S. Patent Application

Applicant(s): Daniel Baker

Serial No.: 09/918,902

Filed: July 31, 2001

For: **System and Method for
Distributing Customer Contacts**

Examiner: Rasha S. Al Aubaidi

) Art Unit: 2642

) Confirmation No.: 2341

) *I hereby certify that this correspondence is being
) deposited with the United Postal Service as first
) class mail in an envelope addressed to:
) Commissioner for Patents / PO Box 1450 /
) Alexandria, Virginia 22313-1450, on September 13,
) 2004.*

) 
) Gerald T. Shekleton Reg. No. 27,466

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Sir:

Pursuant to 37 C.F.R. §1.97, a list of documents is disclosed on the attached Form PTO-1449 that may be material to the examination of this application.

Each item of information contained in the information disclosure statement was first cited in any communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of the information disclosure statement.

No inferences should be drawn that the attached list represents a comprehensive investigation, or that any material disclosed is equivalent to the subject invention. In addition, none of the documents that have publication dates prior to the priority date of the above application anticipate the invention in this application.

09/20/2004 SSESHE1 00000006 09918902

01 FC:1806

180.00 OP

The cited document(s) disclose numerous specific features. There has been no attempt to list each and every feature disclosed by each document. The Examiner is requested to review the document(s) and determine the extent of the materiality of the document disclosures with respect to the present invention.

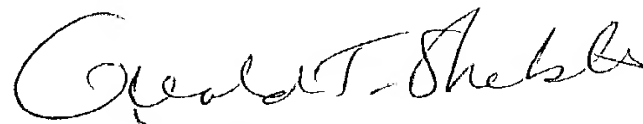
The discussion of any art and the citation of any document(s) herein is not to be construed as an admission that the art or document disclosure is necessarily within the invention field of endeavor, that the art or document disclosure is necessarily prior in time to a particular date which may be relevant to the instant patent application, and/or that the art or document disclosure is otherwise necessarily prior art as defined by the patent law with respect to the instant invention and application.

Also, there is reserved the right to later set forth how the instant invention is distinguished over the disclosure of any document or other art, including the disclosures of the art and document(s) recited herein, that may be cited by the Examiner in rejecting a claim in the instant patent application. The recitation herein of the art and document(s) is not to be construed as an assertion that more pertinent art could not possibly be in existence.

A check in the amount of \$180.00 is enclosed for the filing of this Information Disclosure Statement.

Respectfully submitted,

WELSH & KATZ, LTD.



Gerald T. Shekleton
Registration No. 27,466

Dated: September 13, 2004

Welsh & Katz, Ltd.

120 South Riverside Plaza, 22nd Floor

Chicago, Illinois 60606

Telephone: 312/655-1500

| | | |
|---|-----------------------------------|----------------------------------|
| <div>INFORMATION DISCLOSURE CITATION (Use several sheets if necessary)</div> <div>SEP 17 2004</div> | Docket Number (Optional) 79183 | Application Number 09/918,902 |
| | Applicant(s) Daniel Baker | |
| | Filing Date 07/31/2001 | Group Art Unit 2642 |

| U.S. PATENT DOCUMENTS | | | | | | | |
|-----------------------|--|-----------------|------|------|-------|----------|-------------------------------|
| *EXAMINER INITIAL | | DOCUMENT NUMBER | DATE | NAME | CLASS | SUBCLASS | FILING DATE IF APPROPRIATE |
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| U.S. PATENT APPLICATION PUBLICATIONS | | | | | | | |
|--------------------------------------|-----|-----------------|------|------|-------|----------|-------------------------------|
| *EXAMINER INITIAL | REF | DOCUMENT NUMBER | DATE | NAME | CLASS | SUBCLASS | FILING DATE IF APPROPRIATE |
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| FOREIGN PATENT DOCUMENTS | | | | | | | | |
|--------------------------|-----|-----------------|------------|---------|-------|----------|-------------|----|
| | REF | DOCUMENT NUMBER | DATE | COUNTRY | CLASS | SUBCLASS | Translation | |
| | | | | | | | YES | NO |
| | | WO 02/065741 | 08/22/2002 | WO | | | | |
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| OTHER DOCUMENTS | | | (Including Author, Title, Date, Pertinent Pages, Etc.) |
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|---|-----------------|
| EXAMINER | DATE CONSIDERED |
| EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP Section 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. | |